

Kentucky Occupational Skill Standards List

5000 Communications

AA		MATH AND MEASUREMENT
AA	001	Demonstrate addition, subtraction, multiplication, and division of whole numbers, decimals, fractions with and without the use of a calculator
AA	002	Measure with English and Metric devices
AA	003	Work with ratios and proportions
AA	004	Convert between US and Metric measurement systems
AB		VERBAL AND WRITTEN COMMUNICATIONS
AB	001	Read and process information and follow instructions
AB	002	Use correct grammar
AB	003	Use correct spelling
AB	004	Demonstrate basic written communications skills with accuracy, conciseness, and clarity
AB	005	Organize and deliver a persuasive oral presentation
AB	006	Demonstrate effective interpersonal communications
AB	007	Write the steps of a work process using sentences as appropriate
AC		BUSINESS PLANNING AND OPERATIONS
AC	001	Identify the organizational need for profit
AC	002	Identify ways to make the organization more profitable
AC	003	Explain the effects of quality on profit
AC	004	Identify the effects of continuous quality improvement
AD		TEAMWORK
AD	001	Demonstrate the characteristics of a team player
AD	002	Contrast the role of a team with the role of an individual
AD	003	Identify and demonstrate basic leadership skills
AD	004	Demonstrate knowledge of conflict resolution techniques
EA		WORKPLACE RESPONSIBILITIES – MEASURABLE
EA	001	Practice time management
EB		WORKFORCE ISSUES – MEASURABLE
EB	001	Identify the characteristics of a team workplace
EB	002	Identify the characteristics of a diverse workforce
EB	003	Demonstrate ethical characteristics and behaviors
EB	004	Demonstrate truthfulness in all communications with co-workers and supervisors
EB	005	Define discrimination, harassment and equity
EB	006	Demonstrate non-discriminating, no-harassment, and equitable behaviors
EB	007	Maintain confidentiality and sensitivity of company information
EB	008	Demonstrate regular attendance and punctuality
EB	009	Demonstrate appropriate dress and hygiene for successful employment
EB	010	Demonstrate the ability to act in a polite and professional way toward co-workers
EB	011	Demonstrate the ability to complete tasks on time and accurately
EB	012	Prepare a resume and letter of application
EB	013	Complete an application for employment and participate in an employment interview
EB	014	Follow directions and procedures
EB	015	Plan and organize work
EB	016	Demonstrate problem-solving techniques
EB	017	Identify opportunities for applying problem-solving techniques
EB	018	Implement new process steps given oral instructions
EB	019	Accept constructive criticism with a positive attitude
EB	020	Work with minimal supervision

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EC		WORKPLACE RESPONSIBILITIES – OBSERVABLE
EC	001	Assume responsibility for decisions and actions
EC	002	Demonstrate a willingness to learn
EC	003	Demonstrate the ability to work as a team member
EC	004	Display initiative
EC	005	Demonstrate the characteristics of a dependable worker
EC	006	Exhibit pride in work
ED		WORKFORCE ISSUES – OBSERVABLE
ED	001	Demonstrate ethical characteristics and behaviors
ED	002	Demonstrate non-discriminating, no-harassment, and equitable behaviors
ED	003	Demonstrate regular attendance and punctuality
ED	004	Demonstrate appropriate dress and hygiene for successful employment
ED	005	Demonstrate the ability to act in a polite and professional way toward co-workers
ED	006	Demonstrate the ability to complete tasks on time and accurately
ED	007	Accept constructive criticism with a positive attitude
ED	008	Demonstrate truthfulness in all communications with co-workers and supervisors
ED	009	Demonstrate a willingness to learn new skills
ED	010	Plan and organize work
ED	011	Work with minimal supervision
OA		WORKFORCE ISSUES – MEASURABLE
OA	001	Demonstrate safe, careful use, treatments and maintenance of tools, equipment, and machines
OA	002	Analyze, organize and develop concepts into practical applications
OA	003	Demonstrate an understanding of the accountability of company materials and equipment
OA	004	Organize workflow logically (information, materials, and procedures)
OB		WORKPLACE SAFETY AND HEALTH – MEASURABLE
OB	001	Follow theft and security procedures
OB	002	Identify emergency, safety and health rules/procedures
OB	003	Identify hazardous substances in the workplace
OB	004	Demonstrate an understanding of MSDS sheets (Material Safety Data Sheets)
OB	005	Identify immediate and real costs of an accident
OB	006	Identify methods of preventing accidents in the workplace
OB	007	Assume responsibility for the personal safety of self and others
OB	008	Comply with established safety practices
OB	009	Identify fire exits and fire-fighting equipment
OB	010	Maintain a clean and safe work facility
OB	011	Report unsafe practices to appropriate personnel
OC		COMPUTER USE - MEASURABLE
OC	001	Demonstrate knowledge and understanding of basic Input/Output devices such as keyboards, video monitors, scanners, printers and peripherals
OC	002	Demonstrate keyboarding operations and care of computer equipment
OC	003	Demonstrate the use of industry-accepted software applications (word processing, database, spreadsheet, presentation)
OC	004	Demonstrate the use of the internet as an electronic research tool
OC	005	Demonstrate an understanding of network interconnectivity (ISP's – Internet Service Providers; LAN's – Local Area Networks; WAN's – Wide Area Networks)
OD		BUSINESS PLANNING AND OPERATIONS – MEASURABLE
OD	001	Identify the components that lead to customer satisfaction

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OD	002	Identify possible actions that may lead to customer dissatisfaction
OD	003	Identify possible actions that may be used to correct customer dissatisfaction
OD	004	Identify the ways that customer satisfaction influences a business reputation
OE		WORKFORCE ISSUES – OBSERVABLE
OE	001	Demonstrate basic hand-eye coordination skills
OE	002	Demonstrate the ability to perform quality work
OE	003	Demonstrate the mechanical aptitude
OE	004	Demonstrate an ability to remain focused and on task